

Changes are occurring daily about defeating the spread of COVID-19 and we are trying to stay on top of the latest changes, communicating them to you timely, following the guidelines to stop the spread and taking care of our customers who continue to operate.

We have modified our Intranet home page and put a COVID-19 information button and a question button in place, if you have questions about how to deal with issues around the virus, please use the intranet to ask your questions. We will post the questions and answers on the site so we are all informed as best as possible.

The latest changes are the announcements from cities and counties about only essential businesses working. As of now Holt of California, Holt Ag Solutions, Sitech West and CDS are considered essential businesses and will remain open to support our customers. As long as our customers are working, we will be there to support their operations. However, we are dealing with an extraordinary situation and must take steps over and above our safety culture to help reduce the spread of the virus.

We understand the current outbreak is worrying, and we want to share the ways we can all help keep the workplace safe, as well as the steps we'll take as an organization if and when necessary.

- If any employee has the following symptoms: fever, cough and/or shortness of breath, this does not necessarily mean that you have COVID-19, however take precautions and STAY HOME or if you have come in contact with infected individuals or individuals whom may have had contact with infected individuals, STAY HOME. Please notify your supervisor or their manager ASAP. In addition, you should contact your doctor for further instructions. The guidance we have received is to call your doctor and set up an appointment, do not just show up. Supervisors and managers, please let Human Resources know the employee's status.
- Implement a "No Handshake, No Contact" environment
- Keep your distance from others (approximately 6 feet)
- Cover your mouth for coughs and sneezes with tissue or your sleeve.
- Keeping hands clean is one of the most important things we can do to stop the spread of germs. Please make sure to wash your hands often. Lather and scrub hands for 20 seconds before rinsing. Use hand sanitizer when hand washing is not available.
- Avoid touching your eyes, nose and mouth

Many questions have come up over the past few days, specific to us and we want to address as many as possible:

Shelter at Home

Sacramento county has issued a "shelter at home" directive and we expect other counties to follow. This impacts both employees living in Sacramento county, but working in another county and those working in the Fruitridge or Elk Grove stores (our only Sac county locations). Here are the guidelines for those impacted employees and this will apply if other counties adopt the rule:

1. All essential employees can report to their workplace and/or be dispatched to a job site. Essential employees are technicians, yard people, rental and parts counter people, warehouse people, truck drivers, central dispatch, one-ton drivers and select managers. We expect you to be on the job taking care of our customers as usual.

2. Non-essential people are designated as those that can perform their work duties at home. As you can imagine, setting up people to work at home takes some time, so we are focusing on those impacted by the Sacramento “shelter in place directive.” Anybody impacted by the directive will be contacted by your manager to help set up your “work at home office”. We may require some “work at home people” to come to the office on an as needed basis and will define that with you as we work together to recognize the challenges of implementing these policies. As a reminder, work from home means just that, you will be expected to put in your full eight hours of work, deal with internal and external customers on the phone or computer as needed and communicate with your supervisor, who will be in a different location.

Temporarily ban visitors and non-essential personnel from the property

This ban includes personal visitors and non-essential business visits from vendors, clients, and suppliers. Please conduct business on the phone when possible. Parts, machines, tools, etc. must be delivered to our locations, but delivery people must follow our protocols.

Minimize visiting other Holt stores

The movement of parts, mail, machines, components and other will continue as needed. IT people have been asked to support stores by phone and cut down on visits.

Our salesmen should work from home and limit visits to customers

Sales Reps and PSSR's should use their house as home base and not come into the office. Continuing to call on customers, quoting parts, machines, rentals, and logging their calls into the CRM system.

Field service technicians follow customer’s protocols

If a customer is not providing guidance, follow all of our guidelines regarding virus prevention

Technical training classes continue

We are continuing technical training classes and keeping the number of attendees below 10 and ensuring that they have the social space in class as recommended. Subject to change at any time. We will communicate with those signed up for classes as needed.

Refrain from visiting the workplace after travel to an infected city or high-risk country

Please do not come into the workplace for 14 days if you’ve visited a city with a confirmed case of the virus, whether the trip was business-related or for personal travel. Additionally, if you’ve visited any city — with or without confirmed cases — in the countries of China, South Korea, Italy, or Iran, please refrain from entering the workplace for 14 days. Let your manager know if this applies to you.

Ask customers at our counters to follow our personal space guidance

Customers coming to any of our counters need to follow our rules. We are sending posters to all stores to post on front doors and at the counters stating those rules. If someone appears sick, please ask the customer(s) to keep their distance or call the order in by phone or write in down and we will bring the parts out to them. Please ask firmly, but politely.

Increase supplies of sanitizer wipes

There are shortages of wipes and sanitizer, we are working on finding more and will ask our janitorial services to do more sanitizer cleaning. As we obtain sanitizer, wipes and hand sanitizer we will distribute to stores. We ask that you leave them at the stores and if any of you have accumulated a large of quantity of these supplies, we would be happy to buy them from you.

Please let your manager know if you have any. The best way to manage your personal hygiene is to wash your hands often and for at least 20 seconds with soap and water.

Entering tool trucks – Snap On, etc

This applies to any small spaces, but in particular if you need to purchase tools from a tool truck, make sure it is one person at a time in the truck and you wash your hands well after leaving.

Employees 65 and older

We ask that you do an honest assessment of your health and of your spouse's health. While you may feel fine, your spouse may be more susceptible of catching something you brought home from work. At 65, your immune system is not what it used to be. Please work from home as much as possible and if you need to come to work, make sure you distance yourself from other employees and practice excellent hygiene.

Working from home

We do not have an official work from home policy and as such are developing the rules as we go, so please understand there may not be an answer to every question, but here are the general guidelines to follow, if you must work at home, either by county decree or because you are self-quarantined:

- Taking care of our customers, internal and external, during this extraordinary time is highest priority. If you are having difficulty serving our customers because of technical issues, phone, computer etc. please let your supervisor know or use the intranet question button.
- If you are paid hourly, you must input your time accurately and follow our regular rules about break and lunch times.
- You are expected to work a full shift, this is not a "staycation". We are having you work from home to help beat this virus and continue to serve our customers.
- We will get you back to work at your location as soon as possible.

Rely on virtual communication when possible

In an effort to cut down on human-to-human contact, please cancel in-person meetings and communicate via video conferencing or phone calls.

Of all these measures, we cannot stress enough the importance of staying home when you're sick. Please do your part to keep everyone safe and healthy by refraining from coming into work with symptoms even if you "feel fine."

Will there be layoffs?

Our goal is to stay open to ensure our customers are operational. We will be constantly monitoring our workload and will make adjustments as necessary. Although we do not anticipate layoffs or furloughs, if the need does arise we will coordinate with you and the government to ensure all the unemployment benefits being offered during this crisis are utilized. We will also work to get everybody back to work as soon as possible.

As always, please contact your Vice President and/or the HR department with any questions or concerns.

We will get through this and come out stronger than before. Thank you for your understanding, flexibility and support as we work through this challenge.

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